Contract User Guide for ITS58

ITS58: How to Use the Software Reseller Statewide Contract

UPDATED: 06/08/2018

Contract #:	ITS58
MMARS MA #:	ITS58*
Initial Contract Term:	06/29/2015 to 06/30/2020
Maximum End Date:	06/30/2020
Current Contract Term:	06/29/2015 to 06/30/2020
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@mass.gov
This Contract Contains:	MBE/MWBE/WBE, SDP Program
UNSPSC Codes:	43-23-00, 81-11-22

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This is a Statewide Contract for software and related services, including installation, implementation, customization, training, support and maintenance. The vendors on the contract are Software Resellers. Each stocks thousands of types of software and will also work with Software Publishers to obtain software which is not in their current catalog. The Commonwealth's price is based on the invoice paid by the Software Reseller to the Software Publisher, with a small percentage markup.

Major differences between ITS58 and ITS42, the previous contract, include:

- SaaS (Software as a Service) provisions
- Has five vendors rather than three vendors: CDW, Dell, Insight Public Sector, PCMG, and SHI.
- Different pricing depending on services required
- Two vendors can provide Microsoft Software (CDW and Dell), see Microsoft Options.
- Single submission method for acquisitions requiring RFQs.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

- Covers nearly all software available on the market
- Competitive pricing
- Five vendors to provide additional competition and choice, and Microsoft software will be available from two vendors rather than one vendor.

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit COMMBUYS.com and search for ITS58 to find related Master Blanket Purchase Order (MBPO) information.
- To link directly to the MBPO for ITS58 visit **PO-15-1080-OSD01-OSD10-00000004888**

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Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: Applicable Procurement Law**:** MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendors' use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

Licenses will be acquired by outright purchase, subscription, lease purchase or term lease. Lease purchase and term lease are allowable only for Eligible Entities whose rules and regulations permit leasing of software. Term leases (where the Eligible Entity must return the software at the end of the lease) are permitted only in conjunction with term leases of hardware, where the leased software runs on the leased hardware. For leases, the Eligible Entity will be responsible for obtaining financing via a third party leasing company in accordance with the procurement laws and regulations governing the Eligible Entity. The third party leasing company will pay the ITS58 vendor.

Dell and CDW are the only companies authorized to provide Microsoft software. It is not necessary to request quotes from both vendors for Microsoft software. Other Microsoft products such as disks, documentation, and publications may be obtained from any of the Resellers.

Pricing Options

Pricing is based on a markup or markdown of the price the Software Publisher or other software seller charges the Software Reseller for the software. Because the cost to the Software Reseller may vary depending on agreements with the Software Publisher, the lowest markup will not necessarily result in the best price.

Note that there are two Levels of pricing, a new feature of ITS58. Level 1 covers pricing for routine software orders, including most (but not all) of the services that were covered under ITS42 such as presales assistance, help finding/selecting products and optimizing your use of volume license agreement such as those for Microsoft and Adobe, ordering assistance, notification of upcoming maintenance expiration, obtaining reports,

and catalog access. Level 2 pricing, which is generally higher than Level 1, includes more complex transactions involving "Three way" agreements, submission of letters for Software Publishers as part of an RFQ, and/or a Statement of Work. Depending on the Reseller, the markup the Level 2 markup will be 0%-3% higher than the Level 1 markup.

Product/Service Pricing and Finding Vendor Price Files

Markup/Markdown pricing is shown here. This table covers only the most popular Software Publishers, with an entry for "All Other Software." Actual product pricing is not shown in this table as there are thousands of products, all subject to price changes from the Software Publishers. Actual pricing can be found on the vendors' websites shown in the section for each vendor. ITS58 Resellers are NOT limited to reselling the products shown on their websites - if the product of interest to you does not appear on the website, ask the Software Reseller for a quote. Because of the large number of available products, some Software Resellers limit those listed on their websites to the most popular products. Also, even if a Reseller is not currently able to resell the product you wish to obtain, generally they can establish a relationship with the Software Publisher and add it to those they can resell.

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

When contacting a vendor on statewide contract, always reference ITS58 to receive contract pricing.

Quick Search in COMMBUYS

To quickly find the contract and all its attachments on COMMBUYS without logging in, go to PO-15-1080-OSD01-OSD10-00000004888

How to Purchase from the Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**
  COMMBUYS functionality provides a mechanism to obtain quotes. The buyer would create a Release Requisition, and then convert it to a bid. After approval by the buyer approving officer, the bid is then sent to all or selected vendors to request quotes.

  For a full description of how to complete a quote in COMMBUYS visit the *Job Aids for Buyers* webpage, and select:
  - ➤ The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.

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The following instructions customize that Job Aid.

1. **General tab** (Job Aid Step 5, item 1)
   If consistent with how your Department is handling the "Short description" field, include ITS58 somewhere in the "Short description."

2. **Items tab** (Job Aid Step 8, item 1)
   Enter "ITS58" as the "Description" and "Conversion" as the Vendor Name (Note: "Conversion Vendor" is the name used for the record which contains all of the vendors on ITS58.)

3. **Items tab** (Job Aid Step 9, item 1)
   Only one item will appear. Check the Select box next to that item, and enter 1 in the quantity field.

4. **Attachments tab** (Job Aid Step 14)
   Additional Note: Use an attachment (instructions as per items 1 and 2 in the Job Aid) to add a document that specified the items on which you wish to obtain a quote, including the software publisher, the quantity, the type of license, etc., as you would if requesting a quote via email.

- **Directly purchase a non-fixed item ($0 line item) though COMMBUYS**
  This may be done if you do not need to solicit a quote, for example, if the Reseller has automatically sent you a quote for maintenance renewal or if you obtained product pricing from the vendor's ITS58-specific website.

  For a full description of how to complete a requisition in COMMBUYS visit the *Job Aids for Buyers* webpage, and select:
  - The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Requisition and Purchase Order (Contract Purchase)* job aid.

  The following instructions customize that Job Aid.

  General tab (Job Aid Step 4)
  If consistent with how your Department is handling the "Short description" field, include ITS58 somewhere in the "Short description."
  Do not check the "Solicitation Enabled" box

  Items tab (Job Aid Step 6)
  Choose the second option in Step 6 (Advanced Search). Enter "ITS58" as the "Description" and "Conversion" as the Vendor Name (Note: "Conversion Vendor" is the name used for the record which contains all of the vendors on ITS58.). Click the "Find It" button.

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Items tab (Job Aid Step 7-10)

Substitute these instructions for Steps 7 through 10:

After you click "Find it", only one item will appear. Check the Select box next to that item, and enter 1 in the quantity field.
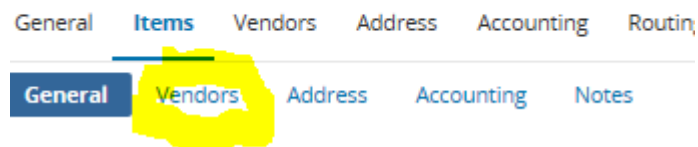
Click "Add to Req & Exit"

Click the "Enter Info" link and in the description field, add a reference to the quote you will later attach

Enter 1 for Quantity and the total amount of the quote for Catalog Cost/Unit Cost.

Select Save & Exit

Select the Vendors tab from the SECOND menu row:

Release Requisition RQ-18-1080-OSI

General   **Items**   Vendors   Address   Accounting   Routin

General   Vendors   Address   Accounting   Notes

Select "Change Vendor"

Select the button next to the vendor that provided the quote, then click Select

Continue with the remaining steps in the Job Aid, remembering to add your quote in Step 12.

- **Establishing a Purchase Order for Partial Payments**

  In these cases, enter the PO for the full amount (known or estimated), as per the instructions above, and process partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: " This Purchase Order represents the total estimated expenditure for this engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services."

  Attach your Purchase Order to the "Attachments" tab of your requisition.

Obtaining Quotes (Requirements for Obtaining Single or Multiple Quotes)

Eligible Entities request quotes from one or more Software Resellers (see "Seeking multiple quotes," below) via email, phone, fax, COMMBUYS, or by obtaining the price from the Software Reseller's website. The Eligible Entity will then send a Purchase Order to the Software Reseller via COMMBUYS or other means if not a COMMBUYS user. All Executive Department entities must use COMMBUYS.

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All orders placed under this contract must include language to make it clear that the order is being placed under ITS58.   Include the following statement on your Purchase Order: "All of the terms and conditions of Statewide Contract ITS58 are incorporated herein and made a part hereof. Conflicting terms, conditions or agreements included in or attached to this form, or accepted via a click-through agreement, shall be considered to be superseded and void." If the Software Publisher has provided any documents that the Eligible Entity must sign or otherwise accept, or if the Eligible Entity and the Software Publisher have negotiated any other written agreement, the Software Publisher must provide these to the Reseller and the Reseller must include them in their Quote.

Quotes under the contract should be awarded based on best value.

- **Open Market RFQ required for certain large software purchases**
  Agencies obtaining software with a total cost of ownership of $250,000 ($50,000 if the acquisition is Capital funded) or more over a three-year period (including all applicable installation, configuration, customization, maintenance, upgrade protection, and/or subscription fees) must publish an Open Market Bid (RFQ) on COMMBUYS, which allows the Eligible Entity to compare the merits of the various products on the market against the Eligible Entity's requirements. The RFQ must not be OEM- or product-specific unless one of the following conditions is met:

    1. Software is proprietary software needed to operate a device;
    2. The Eligible Entity has previously standardized on use of the software, and is simply obtaining additional licenses or modules to expand their use of the software
       Before using this condition to justify an OEM- or product-specific acquisition, see the definition of standardization in the Enterprise Information Technology Acquisition Policy (do a search - CNTL F - on "brand specific" [no quotes] to locate the standardization definition);
    3. Acquisition is for maintenance/support only;
    4. Software has a monopoly or near-monopoly status within its domain.
       Before using this condition as the SOLE condition to justify an OEM- or product-specific acquisition, document your reasons for this belief in your procurement file, including the OEM's or product's market share and other pertinent factors.

  The Open Market Bid must specify that respondents who are not on a Statewide Contract must include a letter from the ITS58 Software Reseller with whom the Bidder will partner to provide the software and/or services. Software Publishers holding a direct Statewide Contract (such as Oracle, IBM, and ESRI, as of the publication date of this Contract User Guide) do not need to submit this letter, but may respond to the RFQ under their own Statewide Contracts. A template for the Software Reseller letter is found in the Attachments section of the ITS58 contract on COMMBUYS as "Letter for Software Publisher RFQs." This letter should be attached to the Open Market Bid. The Eligible Entity may

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specify at least three Resellers with whom the respondent may partner or indicate that any of the five Resellers is acceptable.

Eligible Entities that do not use COMMBUYS must distribute the equivalent of an Open Market Bid, that is, must publish the solicitation in the same manner as they would publish a large competitive procurement open to any qualified bidder, including the specifications described above.

- **Seeking multiple quotes when an Open Market RFQ is not needed**
  See previous section to determine if it is necessary to conduct an Open Market RFQ.

  For orders for a particular brand of software over $5,000 (other than Microsoft orders), Eligible Entities must seek quotes from at least three of the five Software Resellers. Quotes obtained from the websites are acceptable; for items not in the on-line catalog, Eligible Entities must request quotes from the Software Resellers. Eligible Entities are not required to accept the lowest quote, but if they do not the reason must be documented in the procurement file.

  It is not necessary to wait for quotes to be received from all resellers from whom quotes have been requested. All Resellers have stated that they will provide quotes within four hours for items carried in their catalogs. Quote requests posted in COMMBUYS must allow at least four hours to respond but do not have to allow more than four hours.

  It is not necessary to request multiple quotes for maintenance renewals or for Microsoft software.

Contract Exclusions and Related Statewide Contracts

There are three Statewide Contracts for software with the Software Publishers directly rather than through ITS58: ITS19, Oracle, ITS41DesignatedITD, IBM, and ITS48DesignatedITD, ESRI (Geographic Information Software).

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

Shipping/Delivery/Returns

Shipping Charges: None, unless expedited shipping is ordered by the Eligible Entity.

Delivery time after order receipt for shipped items (except if the Eligible Entity notified of delay beyond the Software Reseller's control)**:** CDW - 3 days; PCMG - 7 days; Dell, Insight and SHI - 10 days

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Delivery time after order receipt for electronically distributed items (except if the Eligible Entity is notified of delay beyond the Software Reseller's control)**:** PCMG - 2 days; CDW, Dell, Insight and SHI - 3 days

Defective/incorrectly delivered media: All vendors will pay for return shipment by Eligible Entity and replace by overnight delivery if requested.

Response to software download/installation problems: 8 hours from notification, for issues such as assistance in navigating the download process, replacement of non-functioning product keys, and similar activities. Assistance with complex installations that are generally handled by the Software Publisher and specified in the ordering transaction are not covered by this provision.

Returns:

    Software Delivered on media

    Unopened software can be returned with no restocking fee up to 30 days from the date of receipt, if allowed by the Software Publisher. If not allowed, this must be stated on the quote. Shipping/ delivery for media will be paid by the Eligible Entity.

    Software Delivered via download

    Downloaded software can be returned with no additional fees up to 30 days from the date of download, if allowed by the Software Publisher, provided that the Eligible Entity provides any certifications required by the Software Publisher concerning the Eligible Entity's use of the software. If the Software Publisher has a shorter timeframe for returns or requires additional fees, this must be stated on the quote.

Additional Information/FAQs

Guaranteed 30 Day Quote

Contractors will honor all quotes for 30 calendar days, regardless of price increases. If it is known that a price increase will occur during the 30 calendar days following the quote, the Contractor may provide two quotes, based upon the date that the order is received.

"Three way" Agreements

For purchases of software and/or software related services in excess of $50,000, upon the request of the Eligible Entity, the Software Resellers have agreed to be a party to written agreements between the Eligible Entity, the Bidder, and the Software Publisher, containing negotiated terms relating to the software and/or services. The agreement must include the following language:

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This Services Agreement, dated as of, [month, day, year], ("Effective Date") is made and entered by and between [Software Reseller], ("[Software Reseller Abbreviation]") a software reseller with principal offices at [street address, state, zip], [Software Publisher], ("[Software Publisher Abbreviation]"), with principal offices at [street address, state, zip], and the [Eligible Entity Name], ("Customer") with principal offices at [street address, state, zip]. The Customer has contracted with [Software Reseller Abbreviation] under RFR ITS58 to resell software, maintenance and associated services to be provided by [Software Publisher Abbreviation] and [Software Publisher Abbreviation] has agreed to provide such software, maintenance, and services under this Agreement. [Software Publisher Abbreviation]'s signature below does not subject [Software Publisher Abbreviation] to the terms of RFR ITS58 or any other component of Customer's Agreement with Reseller that is not executed by [Software Publisher Abbreviation], and does not create a direct contractual relationship with Customer under ITS58, but signifies [Software Publisher Abbreviation]'s agreement to the terms in this Services Agreement as they apply to Customer. The entire agreement between [Software Reseller] and Customer in the following order of precedence consists of items (1), (2) and (3) in RFR Section 1.1, and (4) the following Agreement as agreed to by [Software Reseller Abbreviation], [Software Publisher Abbreviation] and Customer:

The Software Resellers cannot compel Software Publishers to sign "three way" agreements if they do not wish to do so, but the Software Resellers are willing to include the language above and to sign such agreements.

Service Requirements

Response to telephone or email inquiries (automated reply is not sufficient): 4 hours

Providing quotes for items in Software Reseller's catalog: 4 hours*
*If items are not in the Software Reseller's catalog and they have no established relationship with the Software Publisher, the Software Reseller cannot control how long it will take to obtain a quote, but must keep the Eligible Entity updated as to progress.

Notification of upcoming maintenance expiration: 3 months in advance of expiration and monthly thereafter until an order is placed, unless otherwise advised by the Eligible Entity.

Other Available Services (at no additional cost)

Software consultation

   -Help in locating software packages to serve a particular need

   -Advice on whether to buy "upgrade protection" given your particular situation

   -Help on making a decision between SaaS and premise-based software

   -Advice on choosing the correct products from a particular product line for your Agency's needs

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Reporting

Generate reports on request showing licenses you have purchased from the Reseller, when licenses will expire, and other data generated from your orders.

Eligible Entities are encouraged to email OSD's Contract Manager, marge.macevitt@mass.gov ,, if any service requirements are not met.

Microsoft Options

For agencies with existing Select Plus enrollments (affiliate registrations) or Enterprise Agreements that currently are serviced by Dell Software, there are two options:

1. Continue to obtain Microsoft software through Dell under your current enrollment.
    Eligible Entities who can use the "Extend Beyond" provision of ITS42 may continue to use ITS42 for the length of their current enrollment, except for purchase of new products. Under ITS42, Dell had a markdown of 2%. The markdown under ITS58 is 0.15%, so the price under ITS58 is almost two percent higher. ITS58 pricing will take effect on July 1, 2015 for Eligible Entities using ITS58 or for any purchase of new products as part of a true-up or for any other reason.

2. Choose to issue a Change of Channel Partner (COCP) request to switch the current Select Enrollment or Enterprise Agreement from Dell to CDWG. This may take up to 90 days from Microsoft's receipt of the COCP form, and during that time, the Eligible Entity will not be able to execute any Microsoft orders. CDW's markdown is 0.25% (i.e., one-tenth of one percent less expensive than Dell's).

Eligible Entities at the end of their Select Enrollment or Enterprise Agreement may select either vendor for the new term, without going through the COCP process.

If the Needed Product Can Not be Found

If a product or service cannot be provided by any of the five Resellers, and is not available through any of the [Software Publisher-specific Statewide Contracts](#), then the product is considered to be unavailable under Statewide Contract. In that case, you may procure it via whatever method is required based on the scope of the purchase.   To determine the procurement method, State Agencies may consult Appendix D of the [Best Value Procurement Handbook](#); other entities must consult their own procurement regulations. Your procurement file must document that you requested quotes from the five Software Resellers and include their responses, if any, OR may include instead a letter or email from the Software Publisher explicitly stating that the Software Publisher does not allow any of the Software Resellers on ITS58 to resell their products. It is not necessary to obtain OSD's approval to conduct your own procurement or otherwise purchase software that is not available under any Statewide Contract.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 5 years beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

Strategic Sourcing Team Members

- Rachelle Hersey, Department of Revenue
- John Cadorette, MassDOT
- Pia Owens, MassIT
- Margaret Sullivan, Department of State Police
- Alison Cahill, Labor and Workforce Development

The Team also included participants from the States of New Jersey, Rhode Island, and Vermont.

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	MMARS Vendor Code and Vendor Line	Contact Person	MBE/MWBE WBE Veteran
Insight Public Sector, Inc.	PO-15-1080-OSD01-OSD10-00000004888	No	VC6000239916, 4	See Vendor section for list of contacts	No
PCMG, INC	PO-15-1080-OSD01-OSD10-00000004888	No	VC0000588178, 5	See Vendor section for list of contacts	No
Dell Marketing L.P.	PO-15-1080-OSD01-OSD10-00000004888	No	VC6000262232, 2	See Vendor section for list of contacts	No
SHI International Corp	PO-15-1080-OSD01-OSD10-00000004888	No	VC6000227588, 3	See Vendor section for list of contacts	Yes
CDW Government LLC	PO-15-1080-OSD01-OSD10-00000004888	No	VC6000240027, 1	See Vendor section for list of contacts	No

For detailed information on how to contact each vendor and obtain access to their website, please follow the links below to locations in this document:

CDW   Dell   Insight Public Sector   PCMG   SHI

*Note that COMMBUYS is the official system of record for vendor contact information.

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CDW Government LLC (CDW•G)

CDW•G Account Team

For the contract, CDW•G dedicates segmented Account Teams to provide customized support and unique industry insight. We provide each Eligible Entity a single point of contact, their Account Manager to assist with their software procurement needs. Account Managers collaborate with the members of their Account Team and our qualified Licensing and Technical support resources to provide expert software guidance. From orders to product recommendations and volume licensing assistance, no matter the request, our Account Managers are poised to assist.

Entities can log-in to their Account Center on the contract site or cdwg.com for availability and contact information of their own CDW•G Account Manager. Alternatively, they can contact the following resources if they are unsure of their Account Manager information.

State and Local Government

Sean Hart, Sales Manager	P: 855.822.5157 E: sean.hart@cdwg.com
Andrew Arenella, Field Account Executive II	P: 203.851.7180 E: andrew.arenella@cdwg.com

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K-12 Education

Sean Galligan, Sales Manager	P: 866.785.2654
	E: seangal@cdw.com
Kelli Carter, Field Account Manager	P: 203.851.7209
	E: kelli.carter@cdw.com

Higher Education

Clayton Boras, Sales Manager	P: 866.776.7365
	E: clayton@cdwg.com
Brian Fishter, Field Account Executive II	P: 847.465.6000
	E: brifish@cdw.com

All Other Eligible Purchasers

CDW•G Sales Assistance	P: 800.808.4239

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Other Contacts (Escalation Path)

For matters that require escalation, please reach out to the following contact

Jon Mazella, Sr. Sales Manager   P: 866.776.7415

                                                                    E: jonathan.mazella@cdwg.com

Online Pricing and Product Information

To view CDW•G's highly competitive ITS58 price offer and expansive software portfolio, please visit www.cdwg.com/MAITS58.

Dell

Dell Account Team

As a general rule you should contact your "Inside Sales Representative" for product questions and quotes, and Account Executive for questions, local support, and in person meetings.

Software Inside Sales Representatives for selected Agencies:

Stephanie Beyer   stephanie_beyer@dell.com   512-513-3039

Department of Transportation	DEPT OF SOCIAL SERVICES	STATE LOTTERY COMMISSION
DEPT OF PUBLIC HEALTH	DEPT OF YOUTH SERVICES	Mass Housing and Economic Development
MASSIT	DEPT OF MENTAL HEALTH	MBTA
EHS	DEPT OF ENVIRON PROTECTION	City of Boston, Boston Public Schools

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Brad McGinnis brad_mcginnis@dell.com 512-513-8163

	Administration and Finance	Labor and Workforce Development
State Legislature	Mass Trial Courts	BOARD OF HIGHER EDUCATION
OFFICE OF ATTORNEY GENERAL	DEPT. OF REVENUE	Department of Public Safety
OPERATIONAL SERVICES	STATE POLICE	STATE TREASURY

Massachusetts State agencies not listed above:

Stephanie Beyer stephanie_beyer@dell.com 512-513-3039

Brad McGinnis brad_mcginnis@dell.com 512-513-8163

Local Government and Municipalities:

Chase Cavitt chase_cavitt@dell.com   512-513-0820

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Ryan Schumaker   ryan_schumaker@dell.com   512-513-3588

Romina Kronick   romina_kronick@dell.com   512-723-1135

Other Contacts (Escalation Path)

Linda Riendeau is the New England Account Executive for Partner Software- Linda.Riendeau@Dell.com, 603-320-9089

Maheen Mirza is the Outside Regional Sales Director for Federal and Northeast Software Sales (excluding Dell IP). maheen_mirza@dell.com 703-334-1990

Kim Wood is the Sales Manager for Local Government and Municipalities:
kim_wood@dell.com 512-728-5262

Using Dell Software Online to get pricing, reports, and information
Link to Dell Software Online

Any Eligible Entity can access Dell Software Online. Some Dell Software Online features require an additional level of access:

- reports of your Agency's software purchases

- order tracking

Each Eligible Entity may designate one "Site Supervisor" by contacting their Dell Account Manager. The Site Supervisor will be given a login ID and password which will enable access to account information to control who has access to which additional Dell Software Online features. If you require a login and password to be issued, please contact your Dell Software Inside Sales Representative to request a login and password for Dell Software Online.

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Other ways to get reports

The previous section describes how you can run reports on your own. If you prefer, your Dell Account Representative can create reports of your Agency's software purchases, both ad hoc reports and reports which can be scheduled for you to receive automatically on a periodic basis. **One report Agencies may find useful is a report showing the expiration date for maintenance for each of their software licenses.**

Ordering Address

Dell Marketing, L.P.

850 Asbury Drive

Buffalo Grove, IL 60089

Payment Address

Dell Marketing, L.P.

PO Box 643561

Pittsburg, PA 15264

Dell's **Vendor Code** is VC6000262232.

Insight Public Sector, Inc. (IPS)

IPS Account Team

IPS Account Teams are comprised of a network of field-based local account executives, licensing advisors, and inside sales representatives. The Principal Account Representative (PAR) will be your single point of contact for the management of your account. They will coordinate communications within Insight to ensure that we are matching our solutions to your specific software procurement needs.   Your dedicated PAR is poised to offer recommendations on licensing that fits your changing environment; assist in negotiation of publisher contracts from a business requirement perspective; assist in negotiation of creative pricing models with publishers, i.e., Volume License Agreements, a la carte or upfront purchases, locked pricing for future purchases, maintenance payments, etc.; assist in managing contracts and publisher benefits; provide comprehensive license and pricing analysis options; assist in evaluating ROI for specific IT

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projects; negotiate co-term renewals when appropriate; set up publisher meetings with your business owners when appropriate; and work with publishers that are generally direct so that business can be processed through Insight allowing us to capture and manage license compliance and maintenance renewals for these publishers.

State of Massachusetts PAR

Sean Phillips, Account Executive   P: 480-409-6238
                 E: sean.phillips@insight.com

Other Contacts (Escalation Path)

AJ D'Agostini, Inside Sales Manager   P : 800-467-4448 x5308
                 E : aj.dagostini@insight.com

Bill Raitt, Field Market Leader   P: 978-835-2588
                 E: bill.raitt@insight.com

Contract Manager

Pam Potter, Manager, SLED Compliance P: 800-321-2437 x6810 E: pam.potter@insight.com

Online Pricing and Product Information

To view Insight Public Sector's ITS58 software portfolio and pricing, please visit: www.ips.insight.com/MAITS58 (website will be live July 24, 2015).

PCMG, Inc.

PCMG Account Team

PCMG offers a dedicated inside and field sales team to provide customized prices and solutions for all eligible entities of the ITS-58 contract. Inside account executives will be responsible for the day to day quoting needs for the eligible entities, while the field sales team will be guiding the eligible entities formulate

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the proper solution for their needs. Management will be available as needed for escalation of issues or to address any additional matters. Below is the sales team dedicated to servicing this contract.

MA Sales Team –Quotes/Sales	To **request a quote** or other information about software: ITS58@PCMG.com Margaret Pickles, Sales Supervisor and Team Leader 800-625-5468 x38075 ITS58@pcmg.com Margaret.Pickles@pcmg.com RoseMarie Pavlick, Account Executive 800-625-5468 x82443 ITS58@PCMG.com
All Other Eligible Purchasers	PCMG Sales 800-625-5468 ITS58@PCMG.com
Additional Contacts (Escalation Path)	Jishnu Banerjee Sales Manager 800-625-5468 x38334 Jishnu.Banerjee@pcmg.com
Contract Manager	Penny Musser Contract@pcmg.com 800-625-5468 x59496

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MA Sales Team –Quotes/Sales	To **request a quote** or other information about software: ITS58@PCMG.com Margaret Pickles, Sales Supervisor and Team Leader 800-625-5468 x38075 ITS58@pcmg.com Margaret.Pickles@pcmg.com RoseMarie Pavlick, Account Executive 800-625-5468 x82443 ITS58@PCMG.com

SHI

SHI Account Team

You can request product, pricing or information via email, fax or phone by contacting the SHI Inside Sales Team for the Commonwealth of Massachusetts.

Inside Sales Team- Quotes/Orders - Toll Free: 800-477-6479

Inside Academic –
Lauren_mcnamara@shi.com
Juliann_Mellina@shi.com

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Ryan_Heda@shi.com
Nicole_Bashford@shi.com

State and Local
David_Fordham@shi.com
Dave_Ragazzo@SHI.com
Sarah_Goossens@shi.com

Escalation Path

Inside Sales Manager is Michael_McCaffery@SHI.com   - 732-652-6606

Team Email Alias- These emails will go to appropriate inside and outside reps.

State: MASLG@shi.com
Local Government: MALOCALGOV@shi.com
Higher Education: MAHiEd@shi.com
K-12: MAK12@shi.com

Overall Contract Management/ Outside Sales Team

Barbara_West@shi.com New England Region Manager/Contract Manager
508-799-5433 (office) | 508-954-4449 (cell phone) | 508-799-5633 (fax)

Laurence_Ross@shi.com Account Executive – Massachusetts State Government
Cell (617) 244-4415
Michael_Dempsey@shi.com Business Development Manager – Local Government MA | Contracts ITS42 and ITC47 | Mobile: 508-254-5739

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PRICING AND PRODUCTS FROM SHI WEBSITE

As an alternative to requesting quotes from your account representative, you also search for pricing using SHI's website. A website and catalog has been created specifically for the Commonwealth of Massachusetts ITS42 Contract. Go to SHI's website – choose Public Sector- then MA. Please contact your **BDM** (Business Development Manager) if you have any questions.

If you cannot find the publisher or product that you are searching for, please contact your account team. While this catalog contains products from thousands of publishers, it does not contain all of the tens of thousands of partners that SHI works with today. SHI will work to source whatever software products you are looking for.

SHI's Vendor Code is VC6000227588.

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Appendix A - Pricing by Vendor

Software Reseller ITS58 - Markups/Markdowns	CDW	Dell	Insight	PCMG	SHI	CDW	Dell	Insight	PCMG	SHI
Manufacturer / Software Publisher	Cost Plus or Cost Minus Percentage - Service Level 1 - Orders that do not require the additional level of services specified for Level 2.					Cost Plus or Cost Minus Percentage - Service Level 2 - Orders requiring: 1. Three way agreement (RFR Section 3.2.11.1) AND/OR 2. Submission of letters on behalf of Software Publishers (RFR Section 3.2.11.2) AND/OR 3. Statement of Work (RFR Section 3.2.11.4)				
Adobe	2.75%	1.12%	1.95%	1.25%	1.25%	2.75%	2.00%	2.45%	2.00%	3.00%
Agate Software	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	3.00%	5.00%
Alliance Enterprises	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	3.00%	5.00%
Axway	0.00%	1.12%	1.95%	1.50%	2.75%	0.00%	2.00%	2.45%	2.50%	5.00%
BLACKBOARD CONNECT INC	0.00%	1.50%	NA	1.50%	NA	0.00%	2.50%	NA	2.25%	NA
CA Technologies	2.25%	1.12%	1.95%	1.25%	1.25%	2.25%	2.00%	2.45%	2.50%	3.00%

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Checkpoint	2.00%	1.12%	1.95%	1.25%	1.25%	2.00%	2.00%	2.45%	2.50%	3.00%
CITRIX	2.75%	1.12%	1.95%	1.25%	1.25%	2.75%	2.00%	2.25%	2.25%	4.25%
CommVault Systems	2.75%	NA	1.95%	1.25%	2.00%	2.75%	NA	2.25%	3.00%	5.00%
Computer Square, Inc	1.00%	1.12%	NA	1.25%	1.25%	1.00%	2.00%	NA	2.50%	3.00%
Compuware	2.75%	1.12%	1.95%	1.50%	2.75%	2.75%	2.00%	2.45%	3.00%	5.00%
DELL QUEST	1.50%	**	1.95%	1.25%	1.25%	1.50%	**	2.25%	2.25%	3.00%
ON$OLVE	0.00%	1.12%	NA	1.25%	NA	0.00%	2.00%	NA	2.25%	NA
Hewlett Packard	2.75%	NA	1.95%	1.75%	2.00%	2.75%	NA	2.45%	2.00%	5.00%
IBM	1.00%	NA	1.95%	1.75%	1.25%	1.00%	NA	2.25%	3.25%	3.00%
Informatica	1.00%	1.12%	NA	1.25%	1.25%	1.00%	2.00%	NA	2.50%	3.00%
Information Builders	2.75%	1.12%	1.95%	1.75%	2.75%	2.75%	2.00%	2.45%	2.25%	5.75%
Kronos	1.00%	1.50%	NA	1.50%	1.25%	1.00%	2.50%	NA	2.50%	3.00%
McAfee	2.75%	1.50%	1.95%	1.25%	1.25%	2.75%	2.50%	2.25%	2.25%	3.00%
Microsoft Corporation	-0.25%	-0.15%	NA	NA	NA	-0.25%	0.50%	NA	NA	NA

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Manufacturer / Software Publisher	CDW	Dell	Insight	PCMG	SHI	CDW	Dell	Insight	PCMG	SHI
Onpoint Technologies	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Oracle	2.50%	1.12%	1.95%	1.25%	1.25%	2.50%	2.00%	2.45%	2.50%	3.00%
Pitney Bowes	2.75%	1.12%	NA	1.50%	2.75%	2.75%	2.00%	NA	3.00%	5.75%

Software Reseller ITS58 - Markups/Markdowns, continued Manufacturer / Software Publisher	CDW	Dell	Insight	PCMG	SHI	CDW	Dell	Insight	PCMG	SHI
	Cost Plus or Cost Minus Percentage - Service Level 1 - Orders that do not require the additional level of services specified for Level 2.					Cost Plus or Cost Minus Percentage - Service Level 2 - Orders requiring: 1. Three way agreement (RFR Section 3.2.11.1) AND/OR 2. Submission of letters on behalf of Software Publishers (RFR Section 3.2.11.2) AND/OR 3. Statement of Work (RFR Section 3.2.11.4)				
Proofpoint	2.75%	1.12%	1.95%	1.50%	2.00%	2.75%	2.00%	2.45%	2.25%	5.00%
Red Hat	2.75%	1.50%	1.95%	1.25%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
RSA Security	3.00%	1.12%	1.95%	1.25%	1.00%	3.00%	2.00%	2.45%	2.25%	3.00%
Salesforce	2.75%	1.50%	1.95%	1.75%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
SAP	2.75%	1.12%	1.95%	1.75%	2.00%	2.75%	2.00%	2.45%	2.25%	5.00%

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SAS INSTITUTE INC	2.75%	1.50%	1.95%	1.50%	2.00%	2.75%	2.50%	2.45%	2.25%	5.00%
Softright	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
STR Grants LLC	0.00%	1.12%	NA	1.50%	NA	0.00%	2.00%	NA	2.25%	NA
Symantec	3.00%	1.12%	1.95%	1.25%	1.25%	3.00%	2.00%	2.25%	2.25%	3.00%
Tritech Software Systems	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Tyler Technologies	0.00%	1.12%	NA	1.50%	2.75%	0.00%	2.00%	NA	2.25%	5.75%
Vmware	2.25%	1.50%	1.95%	1.25%	1.25%	2.25%	2.50%	2.25%	2.25%	3.00%
Websense	1.00%	1.12%	1.95%	1.50%	1.25%	1.00%	2.00%	2.45%	2.50%	3.00%
ALL OTHER SOFTWARE	**3.25%**	**3.50%**	**2.75%**	**2.00%**	**3.00%**	**3.25%**	**4.50%**	**2.75%**	**2.50%**	**3.00%**
SOFTWARE PUBLISHER SERVICES	**7.00%**	**3.50%**	**3%**	**2.50%**	**6.00%**	**7.00%**	**4.50%**	**3%**	**3.50%**	**6.00%**